

Canada's Investment Industry Faces



Valerie Duggan

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How long have you worked in the industry?

It started as a summer job at the Montreal Stock Exchange back in 1982 and I have been working in the industry since. I can hardly believe I am celebrating my 25th year with National Bank Financial!

Please tell us about any volunteer activities you may be involved in.

For years, I was working alongside cat shelters helping abandoned cats. When I have more time I would like to get involved in a volunteer activity that focuses on helping young

children.

Please tell us a bit about your average day in the office.

My day begins with e-mails from our back office which sends us all the unreconciled trades from the previous day for our trading division. My job is to investigate these and, to do so I work with our traders, our system's support staff, our back office and a host of other departments. I also service over 1,000 investment advisors so the phone is a big part of my job. IA's call to have trading errors corrected and to help them with just about any trading issues they may be having. No voice mail for this job!

What drove your interest to work in the investment industry?

To be honest, I never thought of myself as a person suited for the financial world. Looking back, my working here seems a matter of fate, but the years have shown me that in fact my personality was perfectly suited for this job.

Do you find the work you do satisfying? If yes, why?

This job is very satisfying in that it requires an immediate and timely response to some very specific problems. Therefore, you have instant gratification from all the constant problem solving. It does require a lot of energy. You're giving your full attention to every call and every

problem and believe me, when the markets are volatile everyone is calling you. I really enjoy my days – even the crazy ones – and that has a lot to do with the great team I work with which makes up our Trading desk.

How do you see the industry helping investors and the Canadian economy as a whole?

Investors today have so much more information at hand, as well as having the tools to do their own online trading. That being said, I believe that with low interest rates and unsure markets, more than ever the Investment Advisor is key to ensuring an optimal portfolio. Sound investments with ever more interesting products make for a good economy.

Would you recommend a career in the investment industry to a young Canadian considering his/her career options? If yes, why?

My job really keeps you on your toes and so I do recommend it for those who fear having a boring day and for anyone who genuinely enjoys being of service.